

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES



Residents respond to our new expanded recycling program.

MONTHLY REPORT

AUGUST 2008



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2009 began July 1, 2008.)

FACILITY	Aug FY09	FY09 Total	Aug FY08	Aug FY 07
Materials Recovery Facility ⁽¹⁾	6,618 Tons	13,654 Tons	8,140 tons	8,249 tons
Brunswick Landfill Facility ⁽²⁾	21,264 tons	41,595 tons	27, 458 tons	28,207 tons
Resource Recovery Facility ⁽³⁾	51,766 tons	100,690 tons	52,241 tons	54,935 tons
Yard Trim Compost Facility	2,609 tons	6,149 tons	2,108 tons	2,081 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During August, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in August;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for August 2008 totaling \$1,449,402.22 (a decrease of \$69,231.22 below August 2007);
- Updated the Aging Report (30-day arrearage was \$2,944.51 as of September 9, 2008);
- Reconciled August 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Completed processing and entering data from the six-month hauler/collector tonnage report forms for the period January 1 through June 30, 2008;
- Continued compiling data for the FY08 county-wide materials flow analysis; and
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, September 9, 2008, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The next SWAC meeting is scheduled for Saturday, September 6, 2008.

COLLECTIONS

News:

Field staff began conducting a four week survey of plastic recyclables to determine the impact of the plastics expansion on set out.

Resident Missed Collection Complaints:

August 2008	138
August 2007	133
Difference	+5

Call Center:

Calls received	5,848
E-mails received	1,466
Voicemails received	107
Bulk trash requests	1,848
Scrap metal requests	1,893
Blue bin requests	1,173
Blue cart requests	345

Public Outreach:

- **Survey Cards:**

Mr. Rashi Birndorf distributed 356 survey cards in August and received 3.9% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	71%	0%	29%	0%	0%
County Staff	54%	36%	10%	0%	0%
Recycling Crews	27%	45%	10%	9%	9%

- **Website Survey:**

For the month of August, 60 residents responded to our website survey. The following percentages detail resident satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	59%	36%	5%	0%	0%
County Staff	67%	28%	5%	0%	0%
Recycling Crews	46%	44%	5%	5%	0%

- **Comments from Website Surveys:**

"I appreciate the regularity and timeliness and courtesy of staff. Thank you for your environmental initiatives."

"Our recycling program is great. I do see that people need more education. I see lots of dirty bottles with lids that are in recycling bin. I think it would be helpful to leave a note the way you do when something is not eligible for recycling. People are making the effort, let's make sure they do it right! Thanks for this great program."

"Thanks for being so prompt in providing the recycling bin I requested. It was here in just 3 days."

"I have had nothing but outstanding service. Even at the Transfer Station, during miserable weather, everyone has been nice."

"I think we have a good recycling program in place and I appreciate the brochures in the mail that discuss exactly what can be recycled and how to put it out so the crews can take them away."

"Having lived away from Montgomery County for a few years and then returning last year, it made me appreciate the recycling efforts and environmental programs set forth by this County. Thanks and please keep it up!"

"Montgomery County's recycling program is top notch. Keep up the good work!"

"I think your web page is great- it's easy to find needed information and it makes requesting special services very easy."

"Great improvements with plastic recycling! Next look into cities, like I think San Francisco, that pickup food waste."

"I am amazed when we travel to most places in the United States and United Kingdom when I realize that most trash/glass, etc. is not recycled. It really makes me proud to be part of the Montgomery County program."

"I requested a blue bin because the one I had was broken. You responded in a timely and professional manner by first letting me know my request was received and then telling me when the new bin would be delivered—and, it was. Thank you."

Enforcement Actions:

There were three (3) citations issued in the month of August for collecting solid waste within 500 feet of a residential structure between the hours of 9 p.m. and 7 a.m., Chapter 48-21(b). There were no notices of violation issued for the month of August.

Web Site:

Solid Waste Services Website

Unique Visitors	39,381
Page Loads	128,873

Email List Memberships

Topic	Members
Holiday Reminder	12,228
HHW Announcements	3,021
Newsletter Helper	1,388
Facility Updates	850
Electronics Recycling	193
Total Subscriptions	17,680

Live Chats

Live	30
Missed (staff provided email response)	10

Most Popular Web Pages

1. How to recycle/dispose of...
2. Transfer Station
3. Bulk Trash
4. Plastics
5. Holidays
6. Curbside Recycling
7. Household Hazardous Waste
8. Scrap Metal
9. Recycling Collection
10. Latex Paint

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in August 2008 (tons)
Computers	92 tons
TVs	51 tons
Propane Tanks	2 tons
Textiles	12 tons
Construction Materials (Don't Dump – Donate)	7 tons
Vehicle Batteries	17 tons

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – We had 8,651 patrons and solidified 66 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 17 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” restored and shipped 2 tons of bikes in August for restoration and shipment to countries worldwide.

Paint Recycling – The HHW Program gave away 625 gallons to 20 walk-up customers. We currently have 66 cubic yards of paint ready to give to Honduras.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production. One ton of SVO was shipped out for recycling in August.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions –The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of August.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled four times, averaging 42.65 percent by volume. Those samples were taken on August 5 at both the blower inlet and

flare inlet. In each case, the measurements were taken at least two hours apart. Gas flow rate, measured once at the flare on that same day was 1,109 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in August. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 4.28 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – The Division continued the multi-media educational campaign, which will run through the end of August, to educate residents about the expanded plastics recycling program which began on July 1, 2008. As part of this educational effort, the Division participated in the Comcast Film Festival from August 15 to August 24. DSWS' display included information and examples of the additional types of plastics that are now recyclable. Over the nine-day period, staff and recycling volunteers talked to 734 County residents. The major event in August was the 60th annual Montgomery County Agricultural Fair. Staff and volunteers provided information to 6,896 residents regarding the County's recycling, waste reduction, and buying recycled programs including information on composting, grasscycling, and more. Many residents visiting the Division's booth, which included information and a table-top display of the additional recyclable plastics, had questions regarding the expanded plastics recycling program and expressed their enthusiasm about the change. In addition, staff from DSWS participated in the annual Maryland Association of Counties summer conference and spoke to 586 elected officials and staff about the County's recycling programs and initiatives. Staff completed reviews of all FY09 task order proposals and expects that all task orders will be issued by the end of September.

On-Site Composting and Waste Reduction Activities – In August, a total of 676 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Staff will be giving a presentation on composting at Brookside Gardens on September 23 as part of their Adult Workshop program.

Recycling Investigations Unit – Since the unit was established, 14,747 site visits and 2,338 formal investigations have been conducted. In August, 65 NOV's were issued for infringements against the recycling regulations and Chapter 48. Twenty-three (23) citations were issued to businesses for a variety of infractions, including failure to recycle required materials, failure to provide an approved container for the storage of solid waste to prevent overflow between collections, and failure to properly maintain the premises by permitting solid waste to accumulate.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 1,198 on-site visits of businesses in August and participated in 4 educational events reaching 507 people. Staff resolved 4 complaints, delivered 532 desk-side recycling bins to small businesses, and responded to 62 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff completed field verifications of all calendar year 2007 annual recycling and waste

reduction reports. A total of 1,098 annual recycling reports were field verified, including those for 157 County facilities. Staff will work with properties that had low recycling rates by helping them improve their recycling programs and ensuring that they are recycling all of the required materials. Work has begun on several FY 09 task orders including the first issue of the SORRT Network newsletter.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 277 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. Staff participated in 9 multi-family resident education events that reached 587 people. Staff also resolved 2 resident complaints, responded to 32 requests for information, and distributed 15 multi-family recycling bins. Staff began working with properties identified as having low recycling rates based on the data contained in the multi-family annual recycling reports. Work began on the first FY09 issue of the TRRAC newsletter for property representatives.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. DSWS received requests for additional copies of the mixed paper informational mailer that was mailed to single-family households in early July. Fitzgerald Auto Malls will make available extra copies of the mailer to their customers in the waiting areas.

Volunteer Activities – Sixty-three volunteers provided over 374 hours of their time to support recycling activities in August. Five volunteer recycling block captains contributed over 16 hours of their time disseminating information about the County's expanded plastics recycling program to 368 of their neighbors in Bethesda, Boyds, Potomac, and Wheaton; and provided a grasscycling demonstration to two residents in Rockville. Forty-seven volunteers provided 288 hours of service talking to almost 6,900 residents at the Montgomery County Agricultural Fair from August 8 through August 16, 2008. In addition, five volunteers participated in three events celebrating National Night out on August 5 and 14. Volunteers provided over 45 hours of their time during the Comcast Film Festival from August 15 through August 24, 2008. The Recycling Volunteer Program recruited five new volunteers and eight prospective volunteers in August.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that the participants are recycling properly. A new participant has been added to the second Silver Spring Cooperative Collection Project on the north side of Mayor Lane. The new business, Tijuana Restaurant, will be sharing the recycling and refuse collection containers with the initial three participants. Arrangements have been made with the collector to increase the collection schedule for mixed paper and staff will continue to monitor the containers and make necessary adjustments.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 51,766 tons, or 1,670 tons per day. Trash deliveries averaged 11,629 tons per week. The first eight days were a continuation of the performance testing on residue quality. On August 19, unit #3 was removed from service due to a firebox waterwall tube leak. Repairs were made and on August 21, the unit, along with unit #1, was put in stand-by due to low MSW. Both units were returned to service on August 25.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There were three AQA days (Air Quality Action days) forecasted during the month for which load was reduced on 2 of those days.

The following environmental activities occurred:

- Submitted the July 2008 Water Supply Monthly Operating Report to MDE.
- Completed ash characterization sampling.
- EPA audited the facility as part the operator's participation in the NEPT program.
- Submitted the 3rd quarter 2008 Bacteriological Monitoring report to MDE.
- Submitted Permit to Construct forms to MDE for improvements to the NOx control system.
- Stack test protocol letter and schedule was submitted to MDE for testing to be conducted from 9/30/08 through 10/9/08.
- Performed the 3-year audit as part of the Risk Management Plan.

Materials Recovery Facility (MRF) – Approximately 1,747 tons of commingled material were shipped out and approximately 4,870 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in August 2008. The MRF began a four day and 10 hour workweek with no drop in production. The interior and exterior of the Recycling Center scale house were painted. A new carpet was installed in the information center where tours begin. Two new roll-off boxes and a new lift were delivered which will help in the storage and retrieval of materials and supplies. Broken blocks were replaced in the concrete sidewalk in front of the building.

Oaks Landfill – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) is progressing with the design and permitting of the Landfill Gas-to-Energy project. MDE provided the final determination to issue the Air Quality Permit to Construct on July 28, 2008. The project is still waiting for official comments from the Maryland-National Capital Park and Planning Commission. The County provided comments on the 90% design drawings.

Gude Landfill – On behalf of NMWDA and DSWs, SCS Engineers, Inc. (SCS) is progressing with the design and permitting of the Landfill Gas-to-Energy project. MDE provided the final determination to issue the Air Quality Permit to Construct on July 28, 2008. The project is still waiting for official comments from the Maryland-National Capital Park and Planning Commission. The County provided comments on the 90% design drawings.

SCS Engineers submitted the 90% design drawings to the County for the Yard Trim Processing Facility, Phase 1 – Site/Civil Design, which are under review. DPS is still reviewing a revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area. DGS/BDC is in the process of preparing an RFP for the Phase 2 – Site Facilities portion of the project.

Solid Waste Transfer Station – Covanta shipped 50,703 tons of processible waste via rail from the Transfer Station to the RRF, 104 tons less than shipped in August 2007.

The inbound radiation detectors had 15 alarms – 4 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 11 alarms identified as low levels of medical isotopes with short half-lives in trash.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 95 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 20 citations, 26 NOVs, and no verbal warnings issued for expired or outdated collector's tags; 24 citations, 16 NOVs, and 1 verbal warning were issued for cardboard mixed with waste for disposal; no citations issued for illegal dumping of solid waste; 1 citation and 7 NOVs issued for operating a collection vehicle without a tight-fitting cover; and no citations or NOVs were issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

Site 2 Landfill Properties – FMOS arranged to remove sediment control devices for the work completed to breach the embankment of the two ponds scheduled for abandonment during FY08. FMOS removed trees blown over on the properties with residential dwellings. Staff began drafting a task order to proceed with work on the remaining ponds on the Site 2 properties, budgeted for FY09.

Yard Trim Compost Facility – The facility received 2,609 tons of material for composting; this compares with 2,108 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 1,533 cubic yards of bulk LeafGro™ shipped this month, compared with 8,154 cubic yards for the same period last year. There were zero cubic yards of Linden Farm Humus sold; this compares with 1,288 cubic yards for the same period last year.

Bagging Operation – 10,015 bags were shipped to distributors. This compares with 17,481 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In August, 25 1-cubic foot bags were sold. This compares with 29 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 16,178 tons of ash residue and 5,086 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Tuscarora, Maryland – No wood waste was shipped to Butler Tree Service. DSWs began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

Laurel, Maryland – Approximately 1,786 tons of asphalt were shipped to The Recycling Center in Laurel, Maryland, for recycling this month.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-590-1032 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year.</p> <p>In FY07, 69,032 tons of yard trim were received at the Dickerson Facility.</p> <p>(An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)</p>
# Residences receiving trash collection by County contractors	90,239
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,540
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

AQA	Air Quality Action
BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CY	Calendar Year
DPS	Department of Permitting Services
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
FMOS	Facilities, Maintenance and Operations Section
FY	Fiscal Year
HHW	Household Hazardous Waste
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
MRF	Materials Recovery Facility
NMWDA	Northeast Maryland Waste Disposal Authority
NPDES	National Pollution Discharge Elimination System
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
PPM	Parts per million
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil